



# JERRELEN

## CONTACT



## EDUCATION

BS in Hotel & Restaurant Management  
2009 – 2010

Secondary Education  
2004 – 2008

Primary Education  
1998 – 2004

## SKILLS

- Attention to Detail
- Multitasking
- Communication Skills
- Product/Service Knowledge
- Call Handling Efficiency
- Problem-Solving

## LANGUAGES

- English
- Tagalog
- Bisaya

## ABOUT ME

I am a dedicated Customer Service Professional with over 7 years of experience in the BPO industry, handling diverse accounts including telecommunications, travel, and subscriptions. Skilled in problem-solving, technical support, and effective communication, I am passionate about delivering excellent customer experiences while continuously improving my skills. I thrive in dynamic environments and look forward to contributing positively to a growing company.

## EXPERIENCE

### Customer Service Representative

2018 - 2021

IT Park, Cebu City

- I handled the Magazine Subscription account (CDS), where I assisted customers with placing orders, sending replacements, extending subscriptions, and processing refunds. For the Travel account (Flighthub), I supported customers in canceling and rebooking flights, as well as managing refund requests.

### Technical Support Representative

2021 - 2022

Cebu City

- I worked with the AT&T Wireless account, where I provided customer support by troubleshooting phones and tablets, resolving technical issues, and ensuring customers remained connected and satisfied with their service.

### Customer Service Representative

2022 - 2025

IT Park, Cebu City

- In the Verizon Wireless account, I assisted customers with phone upgrades, adding new lines, canceling orders, and tracking shipments, ensuring each request was handled efficiently while delivering excellent customer service.